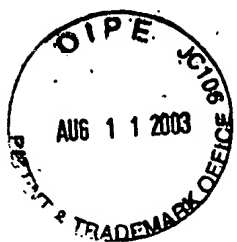


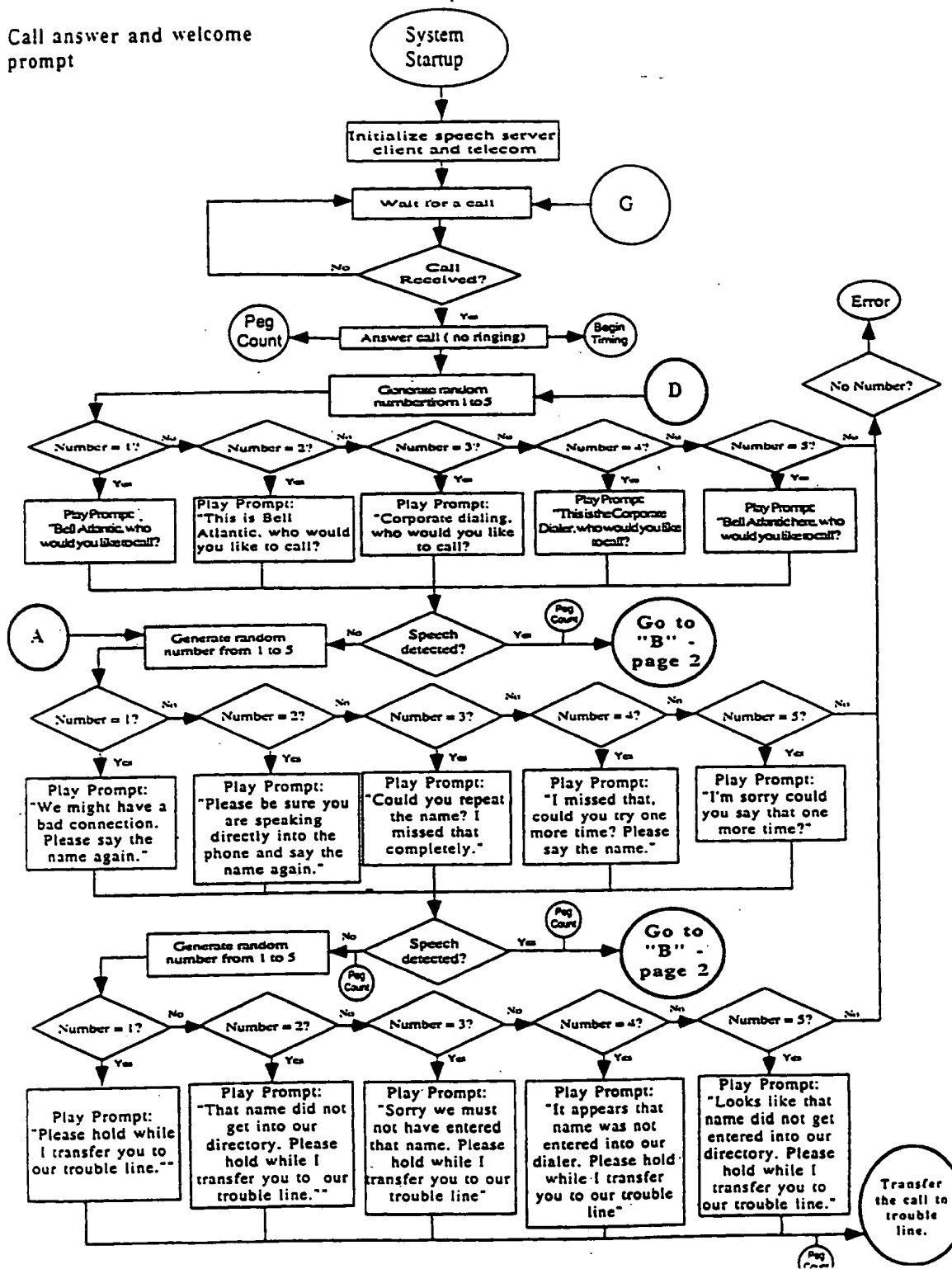
Exhibit A





BA-Dialer Call Flow - page 1

Call answer and welcome prompt

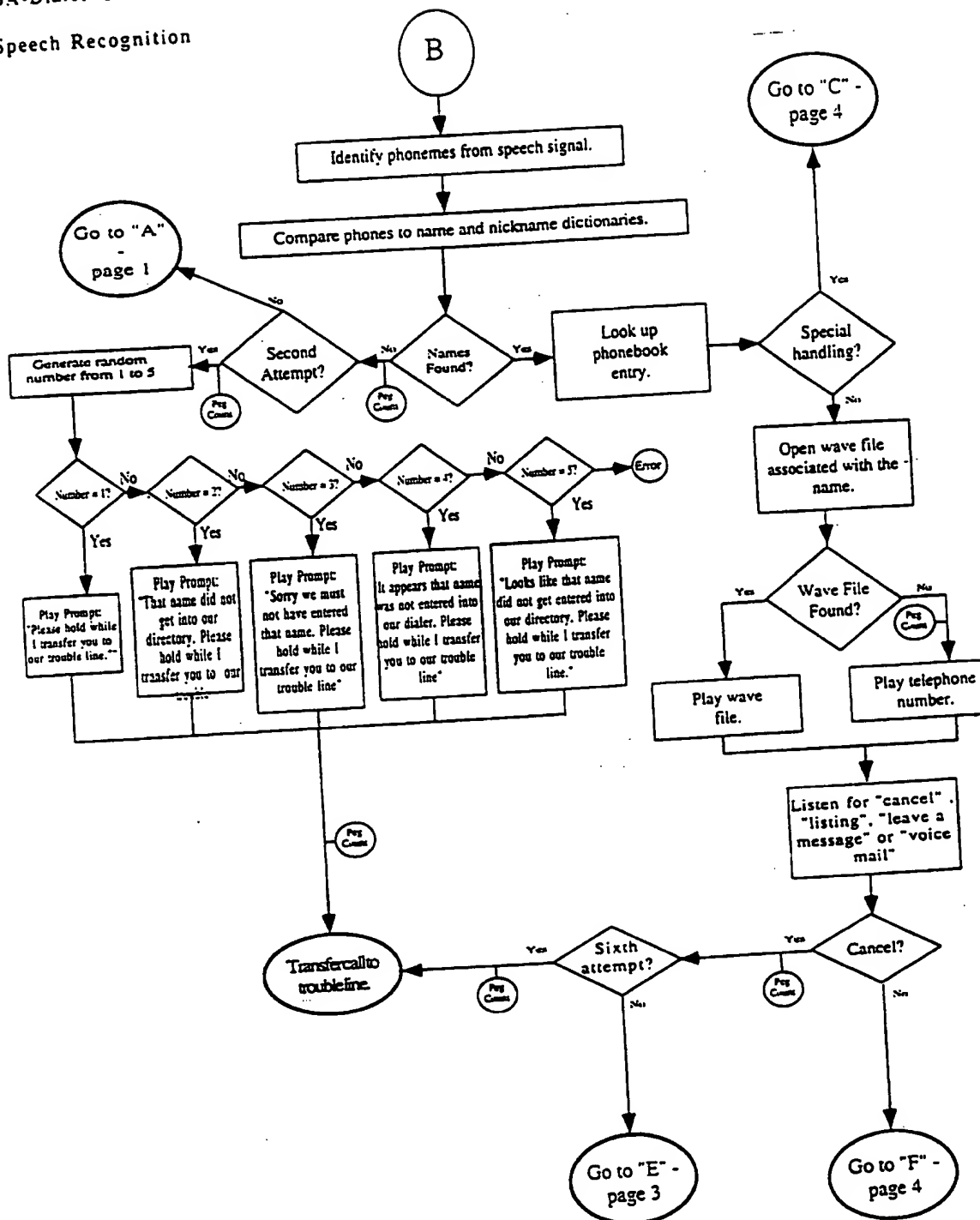






BA-Dialer Call Flow - page 2

Speech Recognition

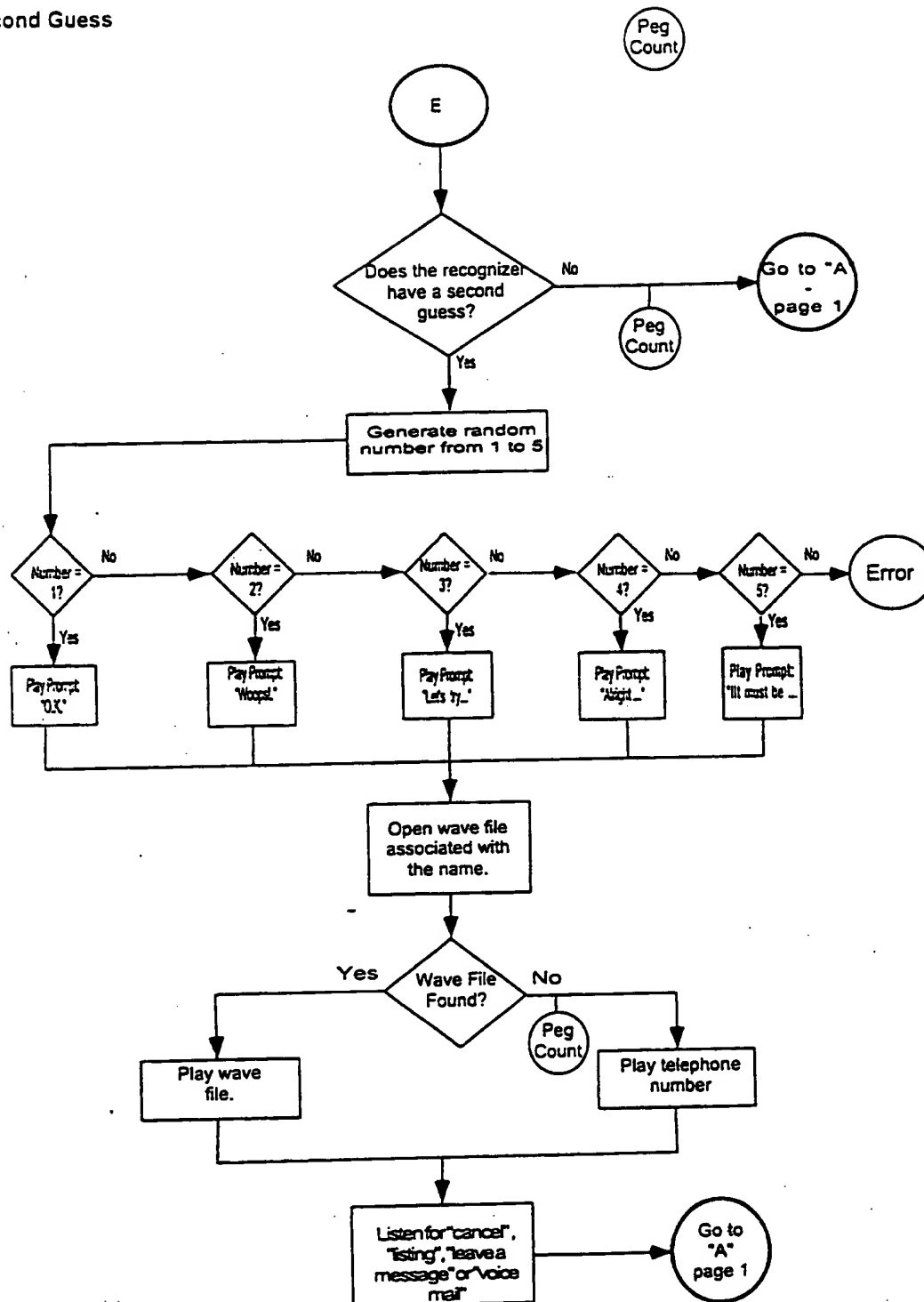






BA-Dialer Call Flow - page 3

Second Guess

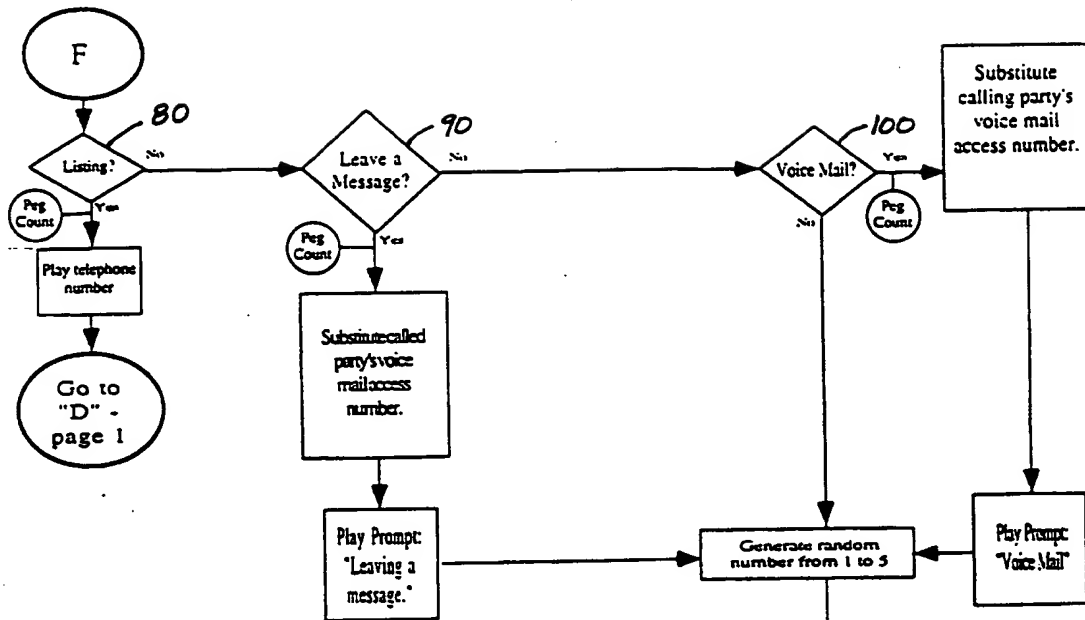






BA-Dialer Call Flow - page 4

Call Handling



BA-Dialer - Special Handling

